



**Drumchapel
Housing**
Co-operative Limited

Tenant Participation Strategy

If you have difficulty with sight or hearing, or if you require this document translated, please contact us and we will be happy to provide the strategy in a format that suits your needs.

Date approved by Board:

March 2025

Latest review date:

March 2028

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1. Introduction

- 1.1 As a fully mutual Housing Co-operative owned and controlled by our tenant members, Drumchapel Housing Co-operative recognises that tenant participation is crucial to meet the needs of our tenants who are at the heart of everything we do. As well as tenants, we have applicants and others who use our services, for the purpose of this strategy when we say tenants we mean these groups too.
- 1.2 The Tenant Participation Strategy demonstrates how we engage with our tenants, how we provide opportunities to participate, and how we listen to our tenants views and opinions. This enables tenants to influence, develop and improve our service.
- 1.3 The strategy is key to our vision of “making houses into homes in an all-inclusive community”. Our values will shape how we do business to achieve our mission and our strategic objectives, they underpin all the work that we do:

Excellence

We are committed to providing a quality, customer-focused service that demonstrates value for money. We will publicise information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.

Accountability

Our Board and senior staff team will provide strong strategic leadership and oversight, with non-senior staff at the forefront of delivery, ensuring tenants' interests are protected in all that we do. We will ensure that our actions are transparent.

Partnership Working

We will work collaboratively with all sections of the local community. This includes working collectively and individually with our customers, other registered social landlords, and statutory and voluntary sector partners working in Drumchapel to improve the lives of our residents. We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues that impact our residents.

- 1.4 Tenant participation is a continuous process and together with our Management Board, Director, staff and tenants, we will constantly review and develop the strategy to ensure we meet the needs of our tenants.

2. Background

2.1 The Co-operative is legally required have an approved Tenant Participation Strategy and actively promote tenant participation.

2.2 The Housing (Scotland) Act 2001 created a legal requirement for landlords to actively develop and support tenant participation. It sets out the general principles on tenant participation, information and consultation.

2.2 Our Tenant Satisfaction Survey which was carried out by Research Resource in 2022, included questions in relation to tenant participation. The results of this indicated that:

- Our tenants were 100% were satisfied with the opportunities given to them to participate in our decision-making process.
- 99.53% of our tenants were happy with how we kept them informed about our services and decisions

2.3 The Scottish Social Housing Charter was introduced in 2021, it sets out a series of outcomes and standards that all social landlords should achieve for their tenants. The Scottish Social Housing Charter outcomes which relate specifically to tenant participation are:

Outcome 1 – Equalities: They support the right to adequate housing every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 2 – Communication: Social landlords should manage their business so that tenants and other customer find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Outcome 3 – Participation: Tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with.

3. Aims and Objectives

3.1 The aims and objectives of this policy are:

- To encourage tenants to exercise their right to be involved in the decisions affecting their home, neighbourhood and our services at a level of participation they choose.
- To enable tenants to have an input into decision making processes.
- To communicate clearly in an easy-to-understand format to encourage tenants to become involved and provide feedback in a way which suits them.
- To listen to our tenants' views and feedback to help deliver and develop services to meet their needs.
- To increase levels of tenant satisfaction by maximising ways of engaging with our tenants to understand if and how we are meeting their needs.
- To increase the sense of “community” in a tenant-controlled Housing Co-operative.

4. How the strategy was developed

4.1 The strategy was developed in-line with the guidance set out by the Scottish Government in the publication “Guide to Successful Tenant Participation”. It was developed with tenants and TPAS Scotland (Tenant Participatory Advisory Service).

5. Links to other policies, plans and services

5.1 The strategy benefits other policies, plans and services including the following:

- Business Plan
- Delivery Plan
- Resource Plan
- Annual Assurance Statement
- Customer Service Standards Policy
- Equality and Human Rights Policy
- Social Media Policy
- Complaints Procedure

6. Tenant Participation

6.1 Keeping our tenants informed

The Co-operative uses a range of communication methods to keep tenants informed with up-to-date, accurate, relevant and accessible information. This ensures tenants are well informed and feel confident to participate. We keep tenants informed by:

- Outgoing letters – these are an essential method of communication and letters remains a common way of communicating with our tenants. It is now a slow method of communication as well as becoming more expensive in recent years.
- Outgoing bulk text messages and emails. Text messages can be sent directly from our Housing Management Software SDM and are recorded as a contact log on our tenant accounts. Outgoing bulk emails can also be sent to tenants which can include surveys via SurveyMonkey where data can be collated.
- Our office reception has staff on hand to offer advice to tenants and engage with the community. There are a range of leaflets on display produced by the Co-operative and provided by external agencies. Staff are also able to sign-post to other agencies and services.
- Our website (www.drumchapelhc.org.uk) had a full upgrade in November 2023, it is now more user friendly and provides easy access to a wide range of information and services.
- Social media – our Facebook page (Drumchapel Housing Co-operative) is updated with key information, properties for let, community information and events.
- Our quarterly seasonal newsletter is published to include information on tenant safety, performance, service delivery complaints and any planned/cyclical maintenance due to take place. We also include articles from agencies that we work in partnership with and events in the community.
- Our Annual Report and Landlord Report is published to all tenants. It presents the Co-operative's performance against the Annual Return on the Charter (ARC) and compares performance to our Key Performance Indicators (KPIs), our peers in Drumchapel and the Scottish average. It also details our achievements, planned/cyclical maintenance and financial performance. We consult with tenants on the format of the report annually to ensure we are delivering clear information in a format which tenants find easy to understand.

- Sign-up packs for every new tenant which provides comprehensive information and leaflets.
- Publishing the results of Tenant Satisfaction Surveys in our newsletter and Annual Report and Landlord Report.
- Producing an annual Tenant Participation Action Plan which is available to view on our website.
- Producing a Tenant Handbook which provides a guide to the Co-operative's tenancy agreement, policies and procedures. This will be updated as required taking tenants' views into consideration.
- Community Events including Summer Fun Day, Children's Christmas Party and Pensioner's Christmas Lunch.

6.2 Communication and consultation

To meet our aim of encouraging tenants to exercise their right to be involved in the decisions affecting their home, the Co-operative will support tenants who want to participate and provide opportunities for them to do so. We use a wide range of participation and consultation methods including:

- Our quarterly newsletter has a section for tenants to "have their say".
- Our website – tenants can download forms to submit information or submit automated forms for service requests including a contact us form, make a service delivery or anti-social behaviour complaint, submit a compliment or report a repair. To improve accessibility, there is translation and listening facility for all pages, and the website is easily viewed in an adapted mode from mobile web browsers.
- Service delivery complaints – we aim to provide a high-quality customer service however there may be times that our service doesn't meet tenant expectations. We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. The Co-operative has adopted the Scottish Public Service Ombudsman (SPSO) Complaints Procedure. Complaints are taken at the point when a customer makes a complaint and investigated in line with the Model Complaints Handling Procedure set by the SPSO. Complaints help us improve our service or help identify any issues with service delivery.
- Tenancy visits – the Housing Management Team carry out routine tenancy visits with all tenants to carry out a property inspection, provide tenants with an opportunity to ask any questions or raise any matters you may have in relation to their tenancy.

- Tenant Panel Meetings – tenants can join the panel which provides tenants with the opportunity to inform how we deliver services. Tenants are involved with giving feedback on various aspects of what we do including repairs and maintenance, allocations, estate management, anti-social behaviour, rent management, customer service and annual reviews to rent and service charges. The panel will provide their views on policies when they are due for review. They also influence the design of key publications such as the Annual Report and Landlord Report and help plan community events. We actively promote the Tenants Panel in our newsletters and while engaging with tenants. This also enables the Co-operative to carry out a level of succession planning for the Tenant Panel.
- New Tenant Visits carried out by the Housing Management Team normally six weeks after tenants have moved into their new tenancy. There are questions asked around how they found the standard of their new home, repairs and the allocations process. The outcomes are used to make any improvements to our service.
- Outgoing calls to tenants to seek at least 10% tenant feedback following the completion of a repair. This also enables us to assess satisfaction levels and inform service development.
- Policy consultations – we seek tenants views on local issues, capital works programmes, environmental works and policy reviews relating to repairs and maintenance, allocations, estate management, anti-social behaviour, rent management and customer service. We also consult with tenants on annual reviews to rent and service charges.
- Post-inspection visits are carried out after planned maintenance is carried out to a property i.e. replacement kitchens, bathrooms etc. The visit is to ensure works have been carried out by our contractor to the correct specification. A satisfaction survey is also conducted with the tenant to assess satisfaction levels. This also helps inform future planned maintenance works.
- Tenant Satisfaction Surveys which are carried out three-yearly. The survey is carried out by an independent consultant who is impartial and provides robust data. A range of questions are asked about our service which feeds into our Annual Return on the Charter (ARC). It enables us to assess satisfaction levels in relation to service and implement any changes to improve our service where possible.
- Community outreach - we strive to attend community events organised by partners in the area. This enables the Co-operative to increase visibility in the community and receive feedback in a less formal environment.

- As members of TPAS Scotland, our tenants have access to free webinars and a quarterly tenant's forum where tenants share experiences of tenant participation across Scotland.

6.3 Giving our tenants feedback

The Co-operative provides updates to tenants on how their views and feedback have help shaped or service delivery, policy and procedures. Feedback is given in a range of ways:

- Outgoing text messages
- Outgoing letters and emails
- Newsletters
- Information leaflets
- Website
- Social Media
- Annual General Meetings
- Management Board Meetings
- Policies and strategies where changes have been made as a result of tenant participation.

6.4 Tenant Participation Action Plan

Our Tenant Participation Action Plan is a working document and is updated annually, this is attached at Appendix 1. It will be continually reviewed and updated annually. Our current Tenant Participation Action Plan can be viewed on our website.

6.5 Incentives

The Co-operative offers incentives to encourage tenant participation, this includes prize draws, gift vouchers and any other appropriate incentives.

7. Registered Tenant Organisations (RTOs)

- 7.1 A Registered Tenant Organisation (RTO) is an independent organisation set up primarily to represent tenants' housing and related interests. Once an RTO is registered, it gives groups a recognised role in the decision-making process. Landlords are responsible for ensuring that registered groups meet the registration criteria and that this is regularly reviewed.

The Co-operative can help guide groups through the registration process. We can provide training, information, advice and support. RTO meetings can be facilitated at our office, or we can find a suitable meeting place.

There are currently no formally registered RTOs operating within our area. Any registered groups will be kept in a register which would be available to view upon request.

7.2 All groups who would like to become registered, must provide the Co-operative with the following:

- a copy of their constitution;
- a list of office bearers and committee members;
- a contact address for correspondence which can be made public (this could be c/o the landlord);
- a description of the area the group operates in;
- details of other landlords they are registered with or applying to become registered with.

7.3 There is also a range of criteria which groups have to meet to become a RTO. The group must have a written constitution that is available for inspection and which details:

- the group's objectives and the area in which it operates
- the membership process
- how the committee operates and is elected
- how business is conducted and how funds are managed
- when meetings are held, including the Annual General Meeting
- how the constitution can be amended
- the group's commitment to equal opportunities
- how the group intends to promote housing and housing related matters.

The group must operate within a defined area that includes the landlord's housing stock, and it must be open to all tenants within that area.

The group must have proper accounting records showing income and expenditure, assets and liabilities. The constitution must require an annual audited financial statement to be presented at the Annual General Meeting.

The group must be able to demonstrate how it plans to represent the views of its members and how it will keep them informed.

7.4 A tenant's organisation may appeal against the Co-operative's decision:

- not to register the organisation; or
- to remove the organisation from the register; or
- not to remove the organisation from the register.

The appeals process will be considered by the Scottish Government. It is important to note, however, that an appeal should be presented only after the Co-operative's internal appeal procedures have been exhausted. The internal appeals procedure should be initiated without delay and should be completed within three months of the appeal being made, or as otherwise agreed between the Co-operative and the RTO.

Where groups no longer meet the registration criteria, the Co-operative can provide support to help groups meet the criteria again.

8. Training and Resources

8.1 The Co-operative is currently a member of both the Tenants Information Service (TIS) and the Tenant Participatory Advisory Service (TPAS) Scotland. These organisations deliver independent advice, training, and support to tenants, communities and housing organisations to work together more effectively. TIS and TPAS offer access to a team of experts in tenant participation and can assist the Co-operative keep up with best practice guidance and continuously improve our engagement activities. By holding current memberships of these organisations, it demonstrates our commitment to tenant participation.

8.2 The Co-operative has an annual budget to support the aims and objectives of the strategy. Within the budget, there is provision for all elements of the strategy including:

- Newsletters
- Website
- Text Messages
- Individual letters
- Tenants Panel Meetings
- Community Events
- Tenant Satisfaction Surveys
- Registered Tenant Organisations
- Attendance at Conferences/Seminars

The Co-operative also aims to support tenants who wish to attend meetings or events by offering to cover costs associated with consultation such as childcare, transport, access to digital services and refreshments.

The Co-operative can also provide consultation materials in alternative languages or formats.

9. Complaints

9.1 If a tenant is dissatisfied with the level of service they have received in relation to this strategy, a complaint should be made to the Co-operative who will respond in accordance with our Complaints Policy. Should the tenant remain dissatisfied having exhausted the organisation's internal complaints procedures, they can raise a complaint to the Scottish Public Services Ombudsman (SPSO).

10. Strategy Review

- 10.1 The Co-operative will review the strategy every 3 years unless amendment is required sooner due a change in our aims and objectives or a change in statutory, regulatory or best practice guidance.
- 10.2 Our Tenant Participation Action Plan will be reviewed on an annual basis and made available to view on our website.
- 10.3 The Tenant Participation budget will be reviewed on an annual basis.

11. Equality and Diversity

- 11.1 Our core values include providing a fair and equal service for all, we will ensure that in applying this strategy we will not discriminate against any individual, household or group on any of the grounds detailed in our Equality and Human Rights Policy.

The following are some examples of how we will achieve this:

- Publication of the strategy in alternative formats and different languages, on request (with any reasonable costs borne by the Co-operative).
 - Providing an interpreting service on request.
 - Consulting with national bodies, as required, to promote good practice.
- 11.2 We are also aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed (please see section 6 of the Equality and Human Rights policy for more information).


12. UK GDPR Privacy Statement

- 12.1 The Co-operative will gather and use certain information about individuals in accordance with UK GDPR and DPA 2018. Staff members have a responsibility to ensure compliance with the terms of the privacy policy and to collect, handle and store personal information in accordance with relevant legislation. The Fair Processing Notice (FPN) details how personal data is held and processed.

Tenant Participation Action Plan

| Scheduled Items | Responsibility | Target Completion |
|---|---|-------------------|
| <p>Publish Quarterly Newsletters To include information on tenant safety, details of performance, service delivery complaints and to report any Significant Performance Failures.</p> | <ul style="list-style-type: none"> Corporate and Governance Officer (all staff to provide articles) | Quarterly |
| <p>Repairs Satisfaction Surveys A minimum of 10% satisfaction surveys are carried out on all completed reactive repairs to focus on customer care, the quality of completed work, timescales for attendance and suggestions for improvement.</p> | <ul style="list-style-type: none"> Administration Assistant Assistant Maintenance Officer | Monthly |
| <p>Tenant Consultations Policy Reviews (as per annual Policy Review Schedule)</p> | <ul style="list-style-type: none"> Assistance Maintenance Officer Senior Maintenance Officer Housing Officer Senior Housing Officer | Ongoing |
| <p>Complaints Publish information to tenants on how to make a service delivery complaint.</p> | <ul style="list-style-type: none"> Corporate and Governance Officer | Quarterly |
| <p>Annual Community Events</p> | <ul style="list-style-type: none"> Corporate and Governance Officer | Continuous |
| <p>Communication Update information and promote tenant participation on our website, Facebook, text messages and via surveys. Promote participation to all new tenants at sign-up stage.</p> | <ul style="list-style-type: none"> Corporate and Governance Officer (all staff to provide department information) | Continuous |

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| Annual General Meeting (AGM) | <ul style="list-style-type: none"> • Corporate and Governance Officer | August |
| Tenant Consultation Annual Report and Landlord Performance Report | <ul style="list-style-type: none"> • Corporate and Governance Officer | September |
| Publish Annual Report and Landlord Performance Report | <ul style="list-style-type: none"> • Corporate and Governance Officer | October |
| Tenant Consultation Rent Review | <ul style="list-style-type: none"> • Senior Housing Officer • Housing Officer | December |
| Rent Review Outcome | <ul style="list-style-type: none"> • Corporate and Governance Officer • Senior Housing Officer • Housing Officer | February |
| Other Tenant Consultations Planned Maintenance Programme Cyclical Maintenance | <ul style="list-style-type: none"> • Senior Maintenance Officer | Ongoing |

| | |
|--|---|
| <h2 style="margin: 0;">Drumchapel Housing Co-operative</h2> <h3 style="margin: 0;">Equality Impact Assessment</h3> |  <p>Drumchapel Housing Co-operative Limited</p> |
|--|---|

| | | | |
|--|--|---|-----|
| Name of the policy/ proposal to be assessed | Tenant Participation Strategy | Is this a new policy/proposal or a revision? | New |
| Person(s) responsible for the assessment | Marisa McCarthy – Senior Housing Officer | | |
| Our policy has taken account of Article 6 of the Human Rights Act | <p>This article highlights that “People have the right to a fair trial”.</p> <p>The Co-operative will therefore ensure it makes reasonable adjustments to how they communicate with tenants, and others, when developing policies/delivering services which could result in legal action being taken.</p> <p>In particular, the Co-operative will seek to reduce barriers tenants, and other customers, from specific groups might encounter if they are subject to legal action (i.e. ensuring someone with ‘additional support needs’ understands the legal processes and/or the Co-operative work through any third parties or mediators that person works with, if legal action is initiated to someone with English as a second language the Co-operative will ensure they are provided with access to appropriate translation support, etc.).</p> <p>In addition, if someone was appealing against an allocation decision, required access to additional support (i.e. access to translators, assistance with completing forms, sign-posting to support groups, etc.) then the Co-operative would provide all reasonable assistance.</p> | | |
| Our policy has taken account of Article 8 of the Human Rights Act | <p>This Article highlights people’s “Right to respect for private life, family life and the home.”</p> <p>The Co-operative will seek to ensure policies deal effectively with anti-social issues, noise pollution, neighbour disputes, etc., and policies will avoid exacerbating any issues.</p> | | |
| Our policy has taken account of Article 14 of the Human Rights Act | <p>This article highlights the “Prohibition of Discrimination” in any areas of the Co-operative’s work.</p> | | |

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| | <p>The Co-operative will seek to ensure its policies and decisions are based on the merits of each case and nothing to do with a protected characteristic. The only exception would be a policy / service designed to help a particular group i.e. sheltered housing, caretaker service (designed particularly to benefit the elderly and disabled).</p> |
| <p>1. Briefly describe the aims, objectives and purpose of the policy/proposal</p> | <p>The aims, objectives and purpose of this policy are:</p> <ul style="list-style-type: none"> • To encourage tenants to exercise their right to be involved in the decisions affecting their home, neighbourhood and our services at a level of participation they choose. • To enable tenants to have an input into decision making processes. • To communicate clearly in an easy-to-understand format to encourage tenants to become involved and provide feedback in a way which suits them. • To listen to our tenants' views and feedback to help deliver and develop services to meet their needs. |
| <p>2. Who is intended to benefit from the policy/proposal? (e.g. applicants, tenants, staff, contractors)</p> | <p>The Co-operative, tenants and any other stakeholders.</p> |
| <p>3. What outcomes are wanted from this policy/proposal? (e.g. the benefits to customers)</p> | <p>The outcomes wanted from this policy are:</p> <ul style="list-style-type: none"> • To enable tenants to have an input into decision making processes which allows them to shape our services. • To increase levels of tenant satisfaction by maximising ways of engaging with our tenants to understand if and how we are meeting their needs. • To increase the sense of “community” in a tenant-controlled Housing Co-operative. |

4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)

- Age Disability Marriage & Civil Partnership Pregnancy/Maternity Race
 Religion or Belief Gender Gender Reassignment Sexual Orientation

5. If the policy/proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

There are protected characteristics relevant to this policy.

6. Describe the **likely positive or negative impact(s)** the policy/proposal could have on the groups identified in part 4.

Positive impact(s)

The strategy has a positive impact on all groups – it makes all tenants and service users aware of the Co-operative’s commitment to Tenant Participation.

Negative impact(s)

Disability

Those tenants who have a disability may require an alternative communication format.

Race

There may be a language barrier for those tenants whom English not their first language.

| | |
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| <p>7. What actions are required to address the impacts arising from this assessment? <i>(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i></p> | <ul style="list-style-type: none"> • This policy can be made available in alternative formats upon request such as braille, large font or an audio format. • An interpreter service is available upon request and correspondence can also be translated. |
|--|--|

Signed: M. McCarthy

Job Title: Senior Housing Officer

Date the Equality Impact Assessment was carried out: 6th February 2025

Please attach the completed document as an appendix to your policy/proposal report